

# SOLVING PROBLEMS INFORMALLY

When questions or concerns arise regarding your child's special education program, attempt to address the issue with the teacher(s) first. If you have questions or concerns about your child's special education program, you may also request that the school reconvene your child's individualized education program (IEP) team. This request must be in writing, and should be given to the special education teacher or team leader, with a copy to the school principal. At that meeting, keep in mind:

- ☐ The IEP team needs to work cooperatively to meet your child's needs.
- ☐ Each member has valuable information to share. Be an active listener, ask questions and make your views known.
- ☐ No one member should come to the meeting ready with a solution or plan that cannot be discussed or revised. Each member has a responsibility to share in the process.
- ☐ If it has not already done so, ask the school for written notice when the team does not agree. This documentation is important if you feel you need to pursue other dispute resolution options.

Effective communication is very important to clarify the concern(s) and to assist in the problem-solving process. It is important to document your concerns and the efforts you have made to resolve the problem.

- ☐ If your questions and concerns are not successfully addressed by your child's school, make an appointment to talk to the special education director.
- ☐ If you are still not satisfied with how your questions and concerns have been addressed, make an appointment with the superintendent or director of your child's school.

You may also contact the organizations listed below for information about what the federal and state requirements say regarding your issue or concern, next steps to take to resolve the problem, support groups in your area, training opportunities and events, and other resources available to assist with the special education process.

## PARENT RESOURCES

### **PARENT INFORMATION NETWORK**

Parent Information Network Specialists (PINS) provide parents with information that is essential to their active participation in their child's special education. PINS provide free consultation, training, and resources. A PIN Specialist can be reached Monday – Friday, 8:00 a.m.–5:00 p.m. at 1-877-230-PINS (7467) or by email at [PINS@azed.gov](mailto:PINS@azed.gov). Resources can be downloaded from <http://www.azed.gov/special-education/deputy-associate-superintendent/parent-information-network/>.

### **RAISING SPECIAL KIDS AND PILOT PARENTS OF SOUTHERN ARIZONA**

To learn more about your child's disability and parent training opportunities, call Raising Special Kids at 602-242-4366 or 800-237-3007, or visit their Website at [www.raisingpecialkids.org/](http://www.raisingpecialkids.org/). Address your questions by e-mail to [info@raisingpecialkids.org](mailto:info@raisingpecialkids.org). Pilot Parents of Southern Arizona can be reached by calling 520-324-3150 or 877-365-7220, or visit their website at [www.pilotparents.org](http://www.pilotparents.org). Address your questions by e-mail to [ppsa@pilotparents.org](mailto:ppsa@pilotparents.org).

## **ARIZONA DEPARTMENT OF EDUCATION/EXCEPTIONAL STUDENT SERVICES**

Many times a concern can be handled informally by contacting the Arizona Department of Education/Exceptional Student Services (ADE/ESS) Education Program Specialist assigned to the district or charter school. The ADE/ESS Specialist may be called regarding special education matters. To contact the ADE/ESS Specialist for your area call 602-542-4013. Information on special education can also be downloaded from the following website <http://www.azed.gov/special-education/>.

### **INFORMATION AND REFERRAL**

Many advocacy organizations and support groups can be helpful in assisting with problem solving. Call Community Information and Referral to find assistance at 602-263-8856 or from outside Phoenix call 800-352-3792. You can also visit their Website at [www.cirs.org](http://www.cirs.org). Our Family serves Southern Arizona and can be reached at 520-323-1708. You can visit their website at <http://ourfamilyservices.org> or by e-mail at [info@ourfamilyservices.org](mailto:info@ourfamilyservices.org).

The Blue Pages provide additional information to local, state, and national disability related resources and found under <http://www.azed.gov/special-education/deputy-associate-superintendent/documents/general-resources/>.

### **LEGAL ADVOCACY**

For advocacy or legal assistance regarding special education, call the Arizona Center for Disability Law in Phoenix at 602-274-6287 (voice/TTY) or 800-927-2260 (voice/TTY); In Tucson at 520-327-9547 or 800-922-1447 (voice only) or 877-327-7754 (TTY); or visit their Website at [www.acdl.com](http://www.acdl.com). Address your e-mail to [center@azdisability.org](mailto:center@azdisability.org).

### **FORMAL OPTIONS TO CONSIDER**

If you are still unable to resolve your issue(s), you may contact the Arizona Department of Education for the following formal dispute resolution options:

**MEDIATION**

**STATE COMPLAINT**

**DUE PROCESS**